

CCC Plus Member Calls for July 11, 2017
(edited for clarity and applicability)

Question	Answer
How will the health plans coordinate with a member who has Tri-Care primary care, Tri-Care Dental and is on the EDCD waiver?	The health plans all have a Care Coordinator who will work with you on coordinating your services and benefits with Tri-Care. That Care Coordinator will also help to determine if additional services are needed and will help access those services. Tri-Care will continue to be the primary payer and then the health plan will pay the difference if there is any balance remaining. Medicaid is the payer of last resort.
Is the Care Coordinator assigned through the health plan or a separate entity?	The Care Coordinator is assigned through the health plan that you are enrolled in. The Care Coordinator will contact you just prior to or shortly after your enrollment begins with your CCC Plus health plan.
When can I talk with my Care Coordinator?	Your Care Coordinator will contact you after enrollment into your CCC Plus health plan; however, you are welcome to reach out to your health plan before your effective date and talk with your Care Coordinator.
After I am enrolled into a CCC Plus health plan, if I find the plan is not appropriate, can I change to a different health plan?	Yes, you have 90 days from the effective date to change to another health plan.
Please explain what the transportation services are.	For individuals on a DD waiver, transportation for waiver services is paid for under your waiver. Your CCC Plus health plan will pay for your transportation to non-waiver services. For individuals on the EDCD waiver, transportation services is the responsibility of the CCC Plus health plan.
I had Anthem before and I'm trying to find out if Anthem is going to have any new services for us or if it will be the same.	Anthem is one of the CCC Plus health plans. Anthem also participates in the Medallion program and in the CCC demonstration program. All of the health plans cover all of the services you receive today but some may offer extra benefits. To see the extra benefits the health plans are offering, go to www.cccplusva.com or call the CCC Plus Help Line at 1-844-374-9159.
Is it true that I have 90 days to change to a new health plan?	Yes, you have 90 days from the effective date of your enrollment to change to a different health plan.
Will the prescription medicines I have now be covered in CCC Plus?	Yes, your prescription medication will be covered by your CCC Plus health plan.

CCC Plus Member Calls for July 11, 2017
(edited for clarity and applicability)

Question	Answer
Will I get a letter or card in the mail?	Yes. Enrollment into CCC Plus is being done on a regional basis. The Tidewater region is enrolling first on August 1, 2017. A letter will be sent to you prior to your enrollment date, and will include an easy-to-read brochure and health plan comparison chart so you can view the different health plans available to you. This letter will also explain the process if you want to change health plans. If you don't receive a letter, you can call the CCC Plus Help Line at 1-844-374-9159.
When will the Care Coordinator contact me?	The Care Coordinator will contact you just prior to or shortly after your enrollment effective date with your CCC Plus health plan.
Will the Care Coordinator come into my house?	The Care Coordinator should call first and will work with you on what works best for you.
I'm calling for a member who currently has Humana insurance for her Medicare Advantage plan. She has concerns about being assigned to another program.	Since Humana is her Medicare health plan, that plan will be unaffected by her enrollment into a CCC Plus health plan since CCC Plus is a Medicaid program. She will have a choice of one of 6 health plans that are participating in the CCC Plus program. Her Care Coordinator with CCC Plus will coordinate with her Medicare Humana plan.
I am a caregiver for my mom. My mom is in a nursing facility. Right now, she is enrolled in traditional Medicare and Medicaid. Is she required to enroll in a Dual Special Needs Plan (D-SNP) for her Medicare services?	The choice to enroll in a D-SNP is with your mom. She can keep traditional Medicare but will still have to choose a CCC Plus health plan. There is an advantage to choosing the same plan for Medicare and Medicaid as the process is more streamlined and there is one payer for services.
My mom lives in a nursing facility and likes her primary physician. How can I find out if her physician participates in my mom's CCC Plus health plan?	CCC Plus health plans are working with the nursing homes to identify their visiting physicians so that they can contract with these physicians. You can see which health plan your mom's physician participates with by going to the CCC Plus website at www.cccplusva.com or by calling the CCC Plus Helpline at 1-844-374-9159.

CCC Plus Member Calls for July 11, 2017
(edited for clarity and applicability)

Question	Answer
I am receiving services from the EDCD waiver. I receive care 3 times a day. My assistant receives payment from PPL. Will things stay the same for me or will my services change under CCC Plus? Also, how do I know if my doctor is participating in CCC Plus?	To see which health plan your doctor is participating in, you can go to the CCC Plus website at www.cccplusva.com or call the CCC Plus Helpline at 1-844-374-9159. The Care Coordinator assigned to you will work with you and your care team to ensure you are receiving the services and supports you need. The health plans are using PPL so that part won't change.
Where are the Town Halls being held?	The CCC Plus Member Town Halls are being held in all regions of the Commonwealth. For dates, times and locations, please go to the DMAS website at www.dmas.virginia.gov . On the left side of the page, click on "Commonwealth Coordinated Care Plus". Next, click on the "Members" tab and then the click on the "Member Town Hall Schedule".
I'm calling on behalf of my dad. My dad receives dialysis 3 times a week and has stage 4 kidney disease. Is his transition to CCC Plus going to be smooth?	Yes, we are working to ensure a smooth transition for all members. If your dad has end stage renal disease (ESRD), he will be excluded from CCC Plus. You should call the CCC Plus Helpline and explain that your Dad has end stage renal disease. They will work with DMAS staff to ensure that his enrollment is correct.
My son is on the DD waiver. I would like to know what waiver services he will receive under CCC Plus? Will his day support and group home care be covered under CCC Plus?	DD waiver services are currently carved out from CCC Plus. This means your son will continue to receive his DD waiver services as he does now. His non-waiver services will be covered under his CCC Plus health plan. These non-waiver services include doctor visits, hospital care, behavioral health services, and pharmacy services. When your son receives his assignment letter, it will include a comparison chart for each health plan that shows the extra benefits provided by each health plan. You can also go to the CCC Plus website at www.cccplusva.com to see which health plan his doctors participate in. Your son's day supports and group home care will continue to be covered under his waiver and not the CCC Plus health plan. Your son's assignment letter will also include an invitation to a Town Hall near you. We encourage you to attend as all six health plans will be there and can answer your questions.